



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

September 2, 2005

TO: LME Directors

FROM: Mike Moseley

A handwritten signature in black ink, appearing to read "Mike Moseley".

RE: Consumer Outcomes Data Collection Requirements

As the Division develops and implements the web-based NC TOPPS system for collecting outcomes information on individuals receiving MH/DD/SA services, we are re-evaluating the use of historical outcomes instruments. In an effort to streamline data collection efforts, the following requirements will be in place for SFY2006:

- **The NC TOPPS system will be used to collect outcomes information for individuals ages 6 and older who are receiving mental health and/or substance abuse services.** See my June 20, 2005 memo entitled *SFY 05-06 NC-TOPPS Implementation Guidelines for Substance Abuse and Mental Health Consumers* for details.
- **The Olmstead Outcomes Instrument will be discontinued as of October 1, 2005.** Individuals receiving adult mental health services who are transitioning from the long-term units of the state psychiatric hospitals to community service systems are now included in the NC TOPPS system, making this instrument duplicative. A memo providing further details will be forthcoming.
- **The Mental Health & Substance Abuse Consumer Outcomes Inventory (MH/SA-COI) has been discontinued as of July 1, 2005,** since it is duplicative of the NC TOPPS system.
- **The Early Intervention Consumer Outcomes Inventory (EI-COI) will be discontinued as of October 1, 2005.** Questions on service outcomes for young children who are served through the public MH/DD/SAS system will be incorporated into the NC TOPPS web-based system in the future. However, review of the historical quality and use of the data submitted on the EI-COI does not justify continuation of this instrument in the interim. Therefore, until such time that appropriate questions can be developed thoughtfully and judiciously, the Division will not require LMEs to submit any outcomes information on children under age 6.



- **The Developmental Disabilities Consumer Outcomes Inventory (DD-COI) will remain in place for SFY2006.** LMEs should continue using the current requirements and guidelines for collection and submission of the DD-COI until further notice. Questions on service outcomes for persons with developmental disabilities will be incorporated into the NC TOPPS web-based system in the future.
- **Consumer satisfaction information, collected through the Consumer Satisfaction Survey and the National Core Indicators Project, will remain in place until further notice.** LMEs should continue using the current requirements and guidelines for collection and submission of these instruments. There are currently no plans for incorporating these instruments into the NC TOPPS system, since the anonymity of the respondent is very important when gathering consumer perspectives on the service system.

Please ensure that the LME staff responsible for managing collection and analysis of data using these instruments is informed of the above changes. Address any questions to ContactDMHQuality@ncmail.net or to the Quality Management Team at (919) 733-0696.

Cc: Secretary Carmen Hooker Odom
 Allen Dobson, M.D.
 DMH Executive Leadership Team
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